

2015 Group 1 Capstone



Comprehensive Public Training Program

Participant Manual

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2015 Group 1 Capstone Schedule

Introduction to Course

Building Trust

Managing and Improving Work Processes

Break (15 minutes)

Communicating Top-Down Messages

Change Management

Lunch Break (1 hour)

Inspirational Leadership

Situational Leadership

Break (15 minutes)

Emotional Intelligence

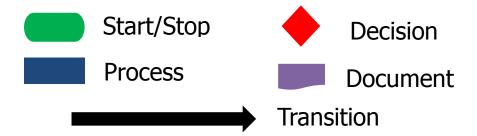
Wrap-Up

Building Trust NOTES SECTION:

Managing and Improving Work Processes NOTES SECTION:

Managing and Improving Work Processes Flow Process Chart Symbols Start/Stop Process Document Transition CURRENT FLOW PROCESS

Managing and Improving Work Processes Flow Process Chart Symbols



NEW FLOW PROCESS

Communicating Top-Down Messages NOTES SECTION:

Change Management NOTES SECTION:

Inspirational Leadership NOTES SECTION:

Situational Leadership

NOTES SECTION:



Emotional Intelligence	
NOTES SECTION:	
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General Notes